



The Primary Duty of the Board is to Protect the Public Through the Regulation of the Practice of Naturopathic Medicine

Do you have a complaint against a naturopathic physician licensed in the State of Arizona?

Do you have a complaint against a naturopathic preceptee, student or medical assistant?

The process for resolution of the complaint begins with you.

Step One A complaint against a physician must be initiated with a written and signed complaint form. You may call our office at 602 542 8225 to receive a form by mail or you may download the form from this web site.

Every complaint sent to NPBOMEX is investigated providing sufficient information is received; namely,

1. Name and address of the physician
2. Name and address of the person lodging the complaint
3. Name of the patient
4. Dates of treatment
5. Information regarding the circumstances resulting in this complaint

Step Two A letter of acknowledgement will be sent to you when the complaint is received by NPBOMEX stating that an investigation has been initiated. A letter of notification is sent to the physician and contains the complainant's name and the circumstances alleged in the complaint usually in the form of a copy of the complaint form.

Step Three The investigation process is extensive and may take several months before this portion of the process is completed.

Step Four The complaint is brought to the Board for decision at a public meeting usually held on the second Thursday of the month. You will be notified in advance of this meeting and may attend and speak to the Board in your or the patient's behalf; however, this is not a requirement. Once a decision is made by the Board, a letter will be sent to you regarding the outcome of the complaint.

Decision Options Available to the Board

Non-disciplinary Action	Letter of Concern	Advisory letter issued stating that while there is insufficient evidence to support disciplinary action, the board believes the person should modify or eliminate certain practices and that continuation of the activities that led to the information being submitted may result in action against the person's license or certificate.
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Disciplinary Action	Letter of Reprimand	Letter issued informing the person that the conduct violates state or federal law but does not require the board to restrict the person's license or certificate because the person's conduct did not result in harm to a patient or to the public.
	Decree of Censure	This is an official action against the doctor's license and may include a requirement for restitution of fees to a patient resulting from violations under the naturopathic law.
	Probation	Fix period and terms of probation best adapted to protect the public health and safety and rehabilitate or educate the doctor concerned. It may include: Temporary license suspension, restriction of license, restitution of fees to a patient, education, rehabilitation at the licensee's own expense.
	Suspension/Revocation of License	If the Board feels this is the appropriate action, it must initiate formal proceedings in accord with Title 41, Chapter 6, Article 10
Dismiss		In the opinion of the Board, the evidence is insufficient to support further action.